

# INTRODUCTION & OVERVIEW



INKOSI ALBERT LUTHULI

1898 - 1967

## CHAPTER 1: INTRODUCTION & OVERVIEW

### 1.1 Foreword by His Worship the Mayor

The local government sector in South Africa is undergoing large-scale transformation and restructuring to meet its constitutional mandate. The shift to developmental local government requires municipalities to move beyond their traditional service delivery role by promoting and enabling economic growth, development, and poverty alleviation in their operating areas. This, together with the drive to extend and enhance the quality of basic services and infrastructure provision, has resulted in huge institutional challenges and change.

The constitutional responsibility of local government is to:

- Provide democratic and accountable government for local communities;
- Ensure the provision of services to communities in a sustainable manner;
- Promote social and economic development;
- Promote a safe and healthy environment; and
- Encourage the involvement of communities and community organisations in local government matters.

In terms of the South African Constitution, we have been mandated with the responsibility to ensure all our citizens are provided with basic services to satisfy their needs. Consequently, we have to ensure that the services we provide are of a high quality and at the same time affordable to citizens. Local citizens and other business entities have a major role to play in determining what services are required from us and how these services will be provided.

Consultation and decision-making processes at local level are key mechanisms used by KwaDukuza Municipality to gain insight in planning and determining the citizens' basic service delivery requirements, for example budget consultations, ward meetings, Integrated Development Planning Forums during the development of the IDP, etc. To this end, apart from our public participation meetings, we embarked on a community survey to determine the needs of our communities in each Ward, which have been incorporated into the Integrated Development Plan and scheduled for delivery according to available resources.

KwaDukuza Municipality has a population of approximately 190 000 people, with almost 69% of the population being below 34 years of age. Whilst this may signify a potential pool of labour for economic growth, the prevalence of HIV and Aids is approximately 14% and the level of education is only at 27% which poses a significant threat to ensuring a good future for the next generation. Unemployment is at 34%, which is very high and KwaDukuza Municipality has created temporary jobs for the unemployed and are striving for more sustainable jobs for the unemployed. In terms of basic services, there are still an unacceptable number of households within the area that do not have access to water, electricity, waste removal services or a telephone.



We are under extreme pressure to meet the high demand in the area for basic services but are unable to do so sufficiently well enough, due to the lack of resources. Nevertheless, the Municipality is still accountable for the effective and efficient delivery of these basic services.

Poor service delivery has a knock on effect, as is the case in all developing countries. A Municipality's inability to deliver basic services makes it difficult to boost the local economy by attracting new business or industry to the area, which in turn affects job creation and revenue enhancement for the Municipality, and economy as a whole.

The KwaDukuza Municipality must ensure the provision of basic services not only to its citizens, but the surrounding municipal area, which relies on tourism and agriculture, and that it is substantially developed to enhance local business. We have strengthened our stakeholder management to ensure constant identification and exploitation of opportunities that will grow the local economy and create sustainable jobs.

Council and its Administration commit themselves to the following key outputs in the next financial year:

- To translate its vision, mission, and IDP into clear measurable outcomes, indicators, and performance levels that define success, and that are shared throughout the municipality and with customers and stakeholders.
- To implement a tool for assessing, managing, and improving the overall health and success of business processes and systems.
- To create a culture of best practices.
- To continue to shift from prescriptive and simply audit oversight to ongoing, forward looking and compliance-based strategic partnerships involving inter alia agencies, communities, citizens and other stakeholders.
- To promote accountability.
- To create pressures for change at various levels.

Despite all the challenges, we have had successes in public participation, corporate governance, improved service delivery, addressing backlogs and institutional transformation, which is reported in this year's Annual Report. This is largely attributable to the enabling environment created by both political office bearers and administrators, whom I thank for their dedication and commitment to improving the quality of the lives of all who live in KwaDukuza. Members of the Executive Committee and Council, worked unselfishly and tirelessly.